



# Quality of Service Questionnaire



## Management

YES NO

1. Do the managers have presence and do they make themselves available?

Any Comments

2. If there has been an occasion that you have raised a concern, have staff passed it on in a timely manner to a manager or senior staff?

Any Comments

3. Are you confident that staff are competent to resolve any issues immediately?

Any Comments

4. If you have raised a concern or complaint has it been dealt to your satisfaction?

Any Comments

5. Do you feel that family and friends are invited to be involved in the home?

Any Comments

6. Are you regularly kept up to date on the health and welfare of your relative/resident you are representing? And are kept informed of any changes?

Any Comments

7. Have you on any occasion been made to wait for a member of staff to.....

Answer the Door

Answer the Phone

8. Do you think that Bay House offers value for money for the service that is delivered?

Any Comments



# Quality of Service Questionnaire



## Premises

YES NO

1. Are you satisfied with the overall cleanliness & tidiness of the home?

Any Comments

2. Do you feel that the home and its grounds are maintained to a high standard?

Any Comments

3. Have you been given ample opportunity to personalise the bedroom of your relative/resident you are representing?

Any Comments

4. Do you feel that the furnishings and decor throughout the home is of a high standard?

Any Comments

5. As essential maintenance takes place from time to time, have these ever been disruptive in any way?

Any Comments

6. Do you feel that the home and staff adopt good hygiene practices? And is the home free from bad odours?

Any Comments

7. Do you have any suggestions on how we can improve the fittings, furnishings or decor of the home?

Any Comments



# Quality of Service Questionnaire



## Standard of Care

	YES	NO
1. Do you feel that the standard of personal care and clinical care is to a high standard?	<input type="radio"/>	<input type="radio"/>
Any Comments	<input type="text"/>	
2. Do you feel that the care delivered is person-centred, focusing on each individual?	<input type="radio"/>	<input type="radio"/>
Any Comments	<input type="text"/>	
3. Are the staff attentive and do they understand the needs of our residents?	<input type="radio"/>	<input type="radio"/>
Any Comments	<input type="text"/>	
4. Do you think that our residents are given control over their lives and offered enough choice?	<input type="radio"/>	<input type="radio"/>
Any Comments	<input type="text"/>	
5. Are staff courteous and respectful when communicating with our residents?	<input type="radio"/>	<input type="radio"/>
Any Comments	<input type="text"/>	
6. Do the staff try hard in maintaining the privacy and dignity of our residents?	<input type="radio"/>	<input type="radio"/>
Any Comments	<input type="text"/>	
7. Have you been given the opportunity to be involved in planning for the care delivered to your relative/resident you are representing?	<input type="radio"/>	<input type="radio"/>
Any Comments	<input type="text"/>	
8. Have you been given the opportunity to read and review the care plan with a member of the team?	<input type="radio"/>	<input type="radio"/>
	<input type="text"/>	



# Quality of Service Questionnaire



## Social & Daily Life

YES NO

1. Do you feel that the social interaction between staff and residents is good?

Any Comments

2. Do you think that there are enough social activities arranged within the home?

Any Comments

3. Are you satisfied with the selection, quantity and quality of meals & beverages offered?

Are Comments

4. If appropriate, Do you think that our residents are taken out enough?

Any Comments

5. Do you feel that we make enough of an effort to identify any hobbies or interests of our residents?

Any Comments

6. Do you think we meet the social needs of our residents on an individual basis?

Any Comments

7. Do you think that there is adequate peaceful time offered for our residents?

Any Comments

8. Do you feel that most residents can socialise and spend the day with each other?



# Quality of Service Questionnaire



## Staff

YES NO

1. Do the staff at the home appear smart in appearance at all times?  YES  NO

Any Comments

2. Are the staff polite and courteous to our residents, their families and other visitors?  YES  NO

Any Comments

3. If you have felt that staff levels have not been sufficient at any point please comment below

Are Comments

4. Do you think that the staff have a good rapport with each other and work well together?  YES  NO

Any Comments

5. Has there been an occasion that you have felt the call bell hasn't been answered as soon as it should have been?  YES  NO

Any Comments

6. Do you think that staff appear to have the necessary training and skills to care for our residents?  YES  NO

Any Comments

7. Has there been an occasion where you have had an issue with a member of staff?  YES  NO

Any Comments

8. Do you feel that you can approach any member of staff with any issue and that it will be dealt with appropriately?  YES  NO

Any Comments